

1991

## Annual Report (1991): MHC Report to the Community

Lehigh Valley Health Network

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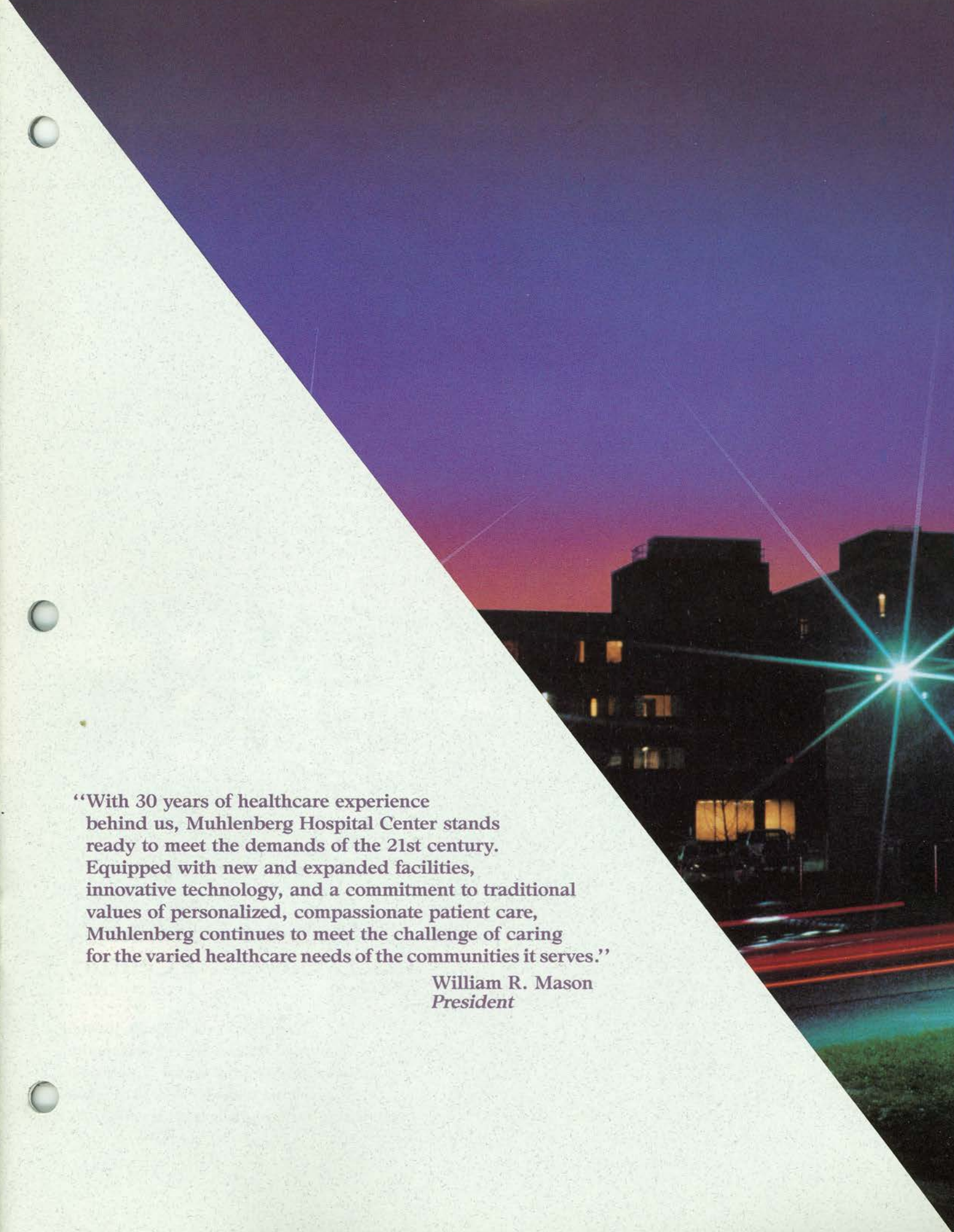
# ANNUAL

## REPORT TO THE COMMUNITY



MUHLENBERG  
HOSPITAL CENTER





“With 30 years of healthcare experience behind us, Muhlenberg Hospital Center stands ready to meet the demands of the 21st century. Equipped with new and expanded facilities, innovative technology, and a commitment to traditional values of personalized, compassionate patient care, Muhlenberg continues to meet the challenge of caring for the varied healthcare needs of the communities it serves.”

William R. Mason  
*President*





## Ready to Meet the Demands of the Twenty-First Century

Founded 30 years ago to provide  
quality healthcare for the community,  
Muhlenberg Hospital Center continues to  
respond to those needs through an  
increasing variety of services and programs.







## Planting the Seeds for Community Health Care



In 1960, the campus of Muhlenberg Hospital Center consisted of 90 acres of farmland. On this tract of land, the founders of Muhlenberg planted the seeds of their vision . . . a comprehensive healthcare organization that would service community needs into the 21st century.

As we view the hospital's campus in 1991, it is clear that the vision set forth by the coalition of Lutheran clergy and lay people who were the original founders, is almost identical to the Muhlenberg Hospital Center campus of today.

The original building, known as Muhlenberg Medical Center, has been transformed during the last three decades from a facility serving the chronically ill to a 148-bed, acute-care community hospital known as Muhlenberg Hospital Center, providing a wide variety of healthcare services. The Muhlenberg campus also includes the Muhlenberg Medical Office Building, housing 27 physicians of varying specialties; four other buildings housing medical practices and a sports and industrial medicine complex; and the newest addition to the campus, Muhlenberg Rehabilitation Care Center, a short-term nursing care and rehabilitation facility, scheduled to open in the spring of 1991.



## A Continued Response to Community Healthcare Needs

Muhlenberg Hospital Center responded to community needs by modernizing its physical plant during 1989-90 with construction and renovation in several areas.

### Expansion of Surgical Facilities

With a 10 percent increase in surgical procedures during fiscal year 1989 alone, the demand for additional space and surgical capabilities at Muhlenberg continues to rise. Construction was completed on a new operating suite, recovery room (post anesthesia care unit) and special procedures unit. The combination of more spacious operating rooms, specialized handling systems, and new equipment allows surgeons and operating room staff to provide care efficiently with optimum results.





Dr. George Eichler, a pioneer in total hip replacement surgery in the Lehigh Valley, and his associate, Dr. Joseph Garbarino, employ the latest advances in joint replacement and other orthopaedic procedures which optimize a patient's return to an active lifestyle.

This \$3.6 million investment in community care is already paying dividends. Surgical volume, including complex orthopaedic and cardiovascular procedures, continues to increase and 14 new surgeons have applied for medical staff privileges.

## Clinical Laboratory

Relocated to the Hospital's first floor in 1990, Muhlenberg's Clinical Laboratory is providing a broader spectrum of analytical services for inpatients and outpatients. The design and space allocated for the new Laboratory doubles the work space for Microbiology, Pathology and Hematology. Regular acquisitions of new equipment, such as the Paramax Chemistry Analyzer, help to supply a physician with information needed to make the most complete diagnosis possible.



The Paramax Chemistry Analyzer, recently purchased with funds raised by the Hospital's Ladies Auxiliary, enhances the range of tests that can be performed in the lab.





Technological innovation is important,  
but will never be an adequate substitute  
for a highly trained surgical team  
supported by a skilled and caring staff.





## An Environment for Healing

Subscribing to the conviction that one's environment is an important factor in the recovery process, Muhlenberg continues to improve the Hospital's interior. Soft hues and gentle lighting greet patients and their visitors on the refurbished second and third floor nursing units. Newly decorated family solariums and a restricted smoking policy enhance the Hospital's healthy and healing environment.

Many factors play a part in the healing process. Muhlenberg's commitment to quality is reflected by its medical and nursing staff as well as facility improvements.

## COMPARATIVE STATISTICS

### THIRTY YEARS

	1970	1980	1990
Beds	144	144	148
Admissions	3,605	4,337	5,452
Patient Days	41,197	41,152	45,579
Full Time Equivalents	240	366	491
Emergency Room Visits	10,438	18,395	30,879
Surgeries	1,384	2,140	4,273





## State-of-the-Art Technology from Highly Trained Professionals

Technological innovations and service modifications are essential in today's evolving healthcare environment.

As technologies change and the needs of the community shift, Muhlenberg is dedicated to providing continuous quality improvement and the development of new services in response to community needs.

### MEDICAL STAFF STATISTICS

	1970	1980	1990
<b>Department of Medicine</b>	<b>45</b>	<b>77</b>	<b>122</b>
Cardiology	2	7	15
Family Practice	16	24	22
Internal Medicine	14	20	28
Neurology	1	3	7
Pulmonary Disease	1	1	5
Other	11	22	45
<b>Department of Surgery</b>	<b>43</b>	<b>119</b>	<b>182</b>
General Surgery	4	13	32
Neurosurgery	0	5	5
OB/GYN	9	10	11
Ophthalmology	0	5	6
Orthopaedics	7	13	17
Thoracic	2	6	7
Urology	2	10	10
Other	19	57	94
<b>Department of Psychiatry</b>	<b>7</b>	<b>9</b>	<b>13</b>

**Medical Staff Additions** The depth, training and experience of a Medical Staff are some of the most important assets a hospital can offer to the community it serves. Muhlenberg continues to add new, qualified physicians in a variety of medical and surgical specialties. These physicians provide both direct patient care and consultations, and demonstrate leadership roles in planning and implementing many of the initiatives that will carry Muhlenberg Hospital Center into the 90s.

**Training & Education** Keeping pace with new trends in patient care is a constant challenge to all who enter the nursing profession. Ongoing training and education of staff nurses is a priority at Muhlenberg Hospital Center. Encouraged to grow in their profession, expand their expertise and sharpen their skills, nurses at Muhlenberg remain well equipped to meet the daily challenges of patient care.

Offered several times each year, Muhlenberg's "critical care course" educates staff nurses in contemporary nursing techniques related to the emergency department, post anesthesia care unit, intensive coronary care unit and the telemetry arrhythmia section.

A four-part "assessment course" is conducted on a monthly basis to assist nurses in refining their patient assessment skills in the areas of cardiovascular, renal, pulmonary and neurological nursing.





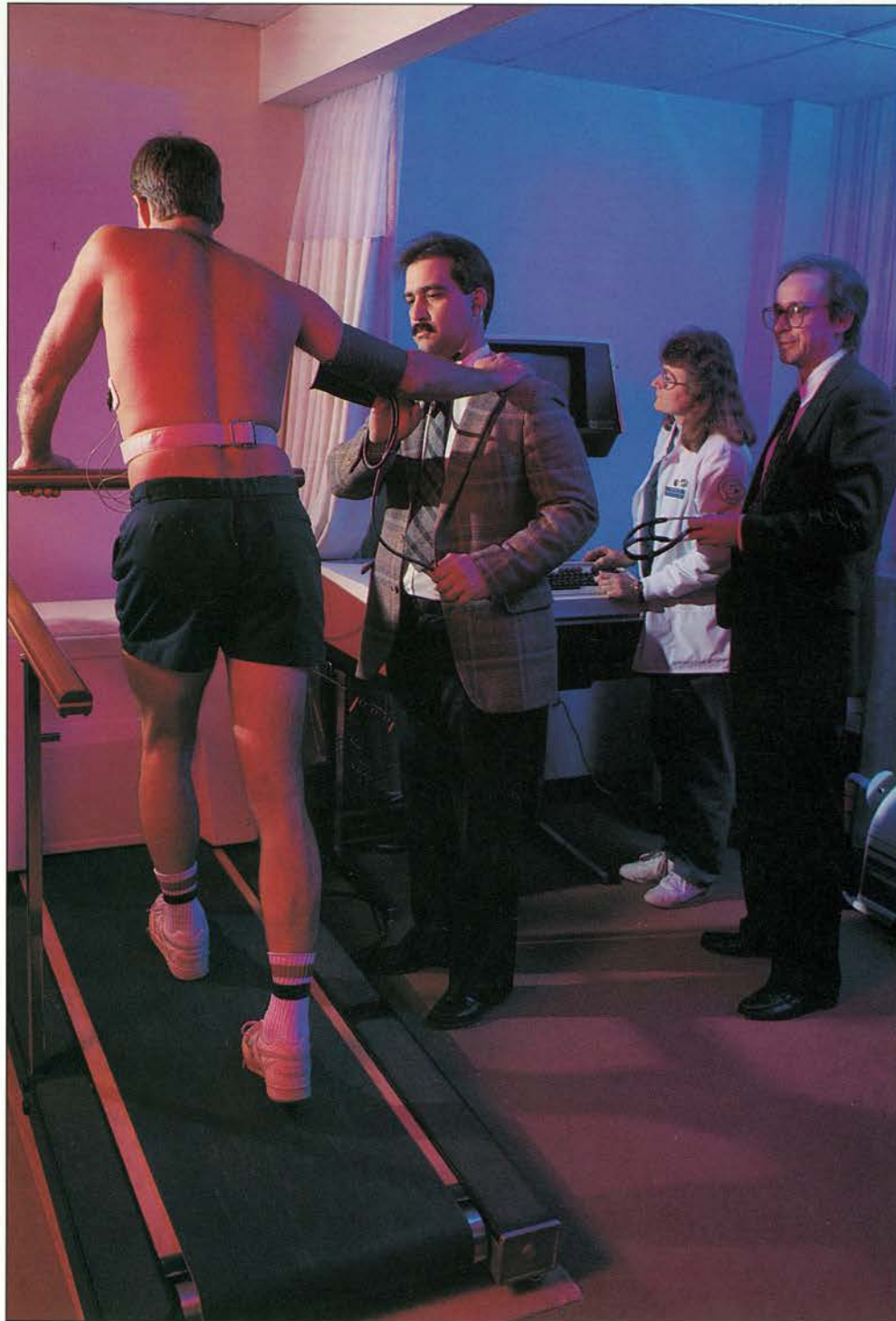
Training and education in current patient care techniques allows Muhlenberg's nurses to provide optimum care for their patients.

**Oncology** Increases in the incidence of breast cancer and other forms of cancer place additional importance on the delivery of Oncology services. In response to this need, Muhlenberg's Oncology program is expanding and now includes inpatient chemotherapy. Nine registered nurses have completed their chemotherapy training and certification requirements. This core group of nurses interacts with departments, including spiritual care services, to develop treatment plans that stress continuity, dignity and support in the care of oncology patients.

**Ancillary Services** The scope of diagnostic services offered at Muhlenberg reflects the hospital's commitment to remaining current with technologies that detect disease and provide for early intervention of illnesses and injuries.

Magnetic Resonance Imaging (MRI) has been added to the spectrum of diagnostic services offered at Muhlenberg. Utilizing a strong magnet, radio waves and a computer to produce high-quality images of bone and body without using radiation, MRI represents the cutting edge of diagnostic technology. MRI images allow physicians to detect disease at an earlier stage than was previously possible and to evaluate the extent of the disease.

The Muhlenberg MRI Center, in conjunction with the services of the Hospital's Radiology and Nuclear Medicine/Ultrasound Department, offers physicians their patients a full range of diagnostic studies that include CT scanning, mammography, fluoroscopic radiology, nuclear medicine and ultrasound studies.



Cardiac stress testing is one of the services of Cardiopulmonary Medicine, which includes the divisions of Diagnostic Cardiology, Neurodiagnostics, Pulmonary Medicine and Cardiovascular Studies.



Acquisition of an Evoked Potential (EP) Measuring System by the Cardiopulmonary Medicine Department has added the diagnostic capability of "evoked response" testing. As a result of this non-invasive procedure, physicians can diagnose disorders of the nervous system, locate the site of nerve damage and evaluate a patient's condition following surgery.

**EPIC System** Time is of the essence when faced with a medical emergency. Care delivered in the Emergency Department needs to be not only quick and efficient, but also sensitive to the needs of patients and concerned family members. However, Muhlenberg takes this care one step further.

The EPIC (Emergency Patient Instruction Compiler) System has expanded the informational services that the Emergency Department offers to patients. Assisted by a computer, Emergency Department staff individualize discharge instructions. By referring to this information, patients seen in the Emergency Department can obtain, at a glance, information about the nature of their illness or injury and discharge instructions.

In addition to enhancing communication between staff and emergency patients, the EPIC program has applications in the reporting of information to employers utilizing the Hospital's Occupational Health Program.

**Computer Services** In the 1990s, communication and accurate data transfer throughout the hospital is imperative. For this reason, Muhlenberg Hospital Center has made the selection of a Hospital Wide Information System (HIS) a top priority. The selection process focuses on identifying a system with capabilities ranging from routine in-house data transfer and tracking, to interaction with physicians' offices and area employers.



**Psychiatric Services** The pressures that exist in today's society have had a tremendous impact on the utilization of psychiatric and counseling services. The effects of depression can be as debilitating as cancer or heart disease. From mild emotional stress to severe psychiatric disorders, the breadth of services necessary to meet the psychiatric demands of the Lehigh Valley is ever increasing.

Muhlenberg Hospital Center continues to provide comprehensive services to patients with psychiatric needs. The Hospital's Base Service Unit augments this inpatient care with a variety of outpatient services. Through the Occupational Therapy Department patients are offered a therapeutic program that includes assertiveness training and stress management.

Through the Hospital's affiliation with the Philadelphia Psychiatric Center three highly trained psychiatrists were added to the staff.





Decisions need to be made quickly and efficiently in a medical emergency. Highly trained nurses and physicians make these decisions every day on behalf of over 30,000 area residents who are treated in Muhlenberg's Emergency Department each year.

**HealthWorks** The saying "an ounce of prevention is worth a pound of cure" applies to business and industry when it comes to the health of their employees. HealthWorks is Muhlenberg Hospital Center's Occupational Health program that specializes in the delivery of care to business and industry in the most economical manner possible.

Muhlenberg Hospital Center has the necessary resources to care for employees suffering from acute illness and injury and can help manage the recovery process to ensure that employees return to work healthy and productive. HealthWorks personnel are trained in accident prevention, health education,

regulatory compliance, safety inspections and a host of other work-related activities.

Over 85 physicians representing 20 medical and surgical specialties participate in the HealthWorks program. This panel of physicians subscribes to HealthWorks' guidelines, maximizing communication between the employee, the employee's private physician and the company.

Properly coordinated services minimize duplication of services and ensure that dollars spent for healthcare are appropriate. HealthWorks' staff adhere to the same standards of quality that have been set for inpatient care at the Hospital.

The greatest contribution an occupational health program can offer companies and their employees is the coordinated management of inpatient and outpatient services for an injured or ill employee.





## Addressing Societal Changes, Improving Quality of Life

The role of hospitals in the community has changed dramatically over the past decade. Once a place where life began and ended, hospitals have expanded their mission to include the delivery of services that improve the quality of life at all stages.

Recognizing the importance of community education and service, Muhlenberg places a high priority on its role as a community resource.

As the Hospital enters its fourth decade of service, development plans include the growth of direct patient care services, through technological, facility and staff additions, as well as continued growth and development in the area of community service.

**Education & Prevention** Muhlenberg Hospital Center offers a wide range of education and prevention programs to help motivate people and teach them the advantages of a healthier lifestyle. Programs such as health fairs, bimonthly Cardiopulmonary Resuscitation (CPR) courses, informational services and the Hospital's new "Healthy Walkers Club" are offered free to the community, encouraging individuals to take charge of their lives and their health.



Breast Cancer Screening programs, offered in conjunction with organizations such as the American Cancer Society and the Allentown Health Bureau, and those initiated solely by the hospital, have made breast cancer education, physical examinations and mammography available for hundreds of women at a reduced cost or free of charge.

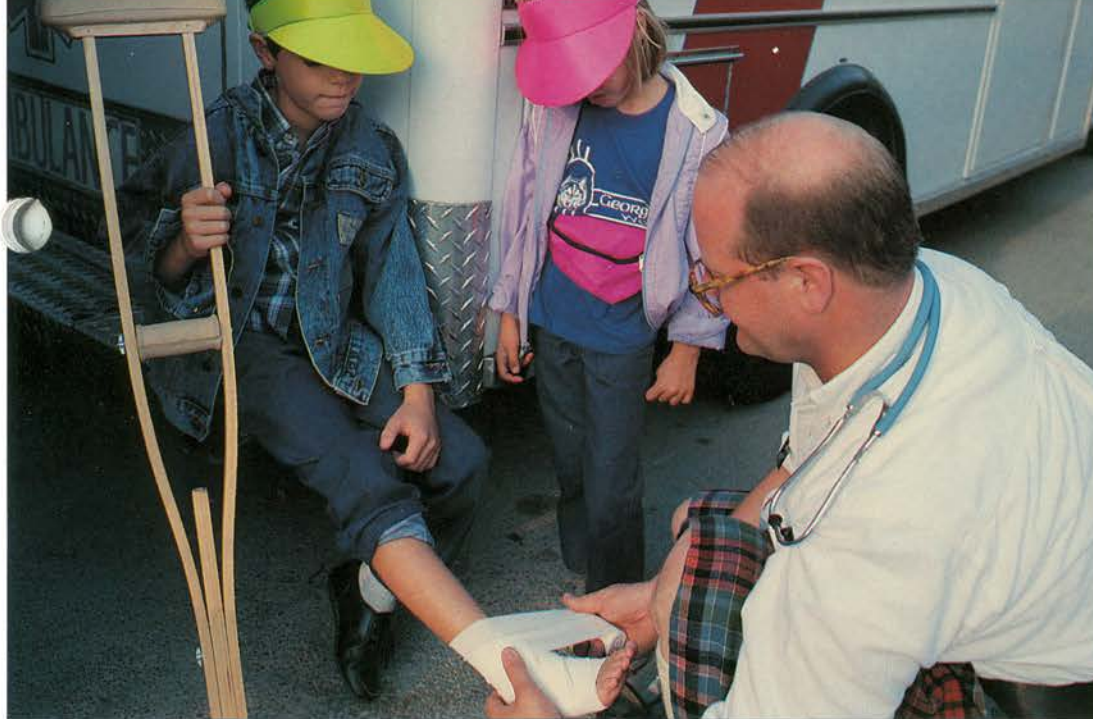
The Hospital's Dental Clinic provides services for qualifying individuals of Northampton County. The clinic also provides dental care for the residents of Gracedale Nursing Home.

In addition to the variety of hospital-sponsored programs, Muhlenberg offers its facilities to complement programs and support networks that already exist in the community. The Parkinsonians, a support group for victims of Parkinsons disease and their families, represent just one of more than 30 groups that utilize hospital facilities for meeting locations each year.

Part of Muhlenberg's educational efforts is addressed through tours and speaking engagements. This year alone, the Hospital's Medical Explorer Post, a cooperative program with the Minsi Trails Council of the Boy Scouts and 1200 other children and adults, became acquainted with healthcare careers, the hospital and its services.

Muhlenberg is working with area high schools and the Bethlehem Vocational Technical School to develop a pilot program for area high school students. This program enables students who are interested in healthcare careers to participate in clinical observation as part of their high school curriculum. As Muhlenberg continues to place emphasis on these educational efforts, additional opportunities to work with other community service organizations are being evaluated and developed.





## Commitment to Healthcare Professionals

Offered on a regular basis, the Hospital's ACLS (Advanced Cardiac Life Support) course and Emergency Healthcare Education Series provide educational opportunities to healthcare professionals interested in expanding their knowledge obtaining additional accreditation.

## Response to Community Emergencies

When a disaster strikes, Muhlenberg is ready to respond. Working cooperatively with other community resources such as police, fire and emergency services, Muhlenberg has in place detailed plans that address every possible level of disaster. The importance of these plans became apparent in January 1989 when a tragic fire struck a local hotel. During this incident, victims were delivered to hospitals where response teams were prepared to care for patients and deliver medical personnel and supplies to the scene of the fire.

Scenarios such as the 1990 Hepatitis A outbreak also illustrate the importance of community-oriented organizations such as Muhlenberg. Faced with a large volume of people requiring immunization against the virus, the city health bureau's immunization programs were augmented by clinics established and funded by Muhlenberg Hospital Center.

**Healthy Fun** The thousands of people who attend functions such as the annual Musikfest and Celtic Classic are also recipients of the hospital's community service. Muhlenberg cooperatively provides healthcare services, including first aid and blood pressure screening, at both of these popular events without cost to festival participants or organizers.



Dan DeLong, The Morning Call

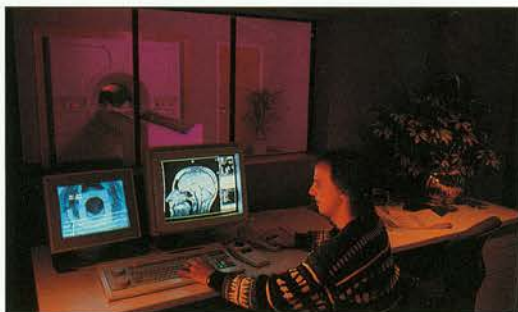
**Muhlenberg Hospital Center offers a wide range of education and prevention programs to help motivate people and teach them the advantages of a healthier lifestyle.**





## Planning for the Twenty-First Century

Muhlenberg Hospital Center's creation of a Master Site Plan for its campus considered future program development, growth in the use of current services, traffic flow, utility capacity and City of Bethlehem planning guidelines. The blueprint for campus development provides an infrastructure to service needs well into the next century, while maintaining the beauty of the campus.



**MRI** The valuable technology of Magnetic Resonance Imaging was brought to the campus of Muhlenberg Hospital Center by a partnership of physicians that funded the cost of the equipment and the building to house it. This type of cooperative venture benefits the Hospital, physicians, patients and those responsible for carrying the cost of the healthcare system. This approach to financing the cost of expensive, but beneficial, technology illustrates the commitment of healthcare professionals to pool their resources to achieve the greatest healthcare benefits.

**Medical Office Building** By locating on a hospital's campus, medical practices benefit from a depth of ancillary services, thereby eliminating the need to duplicate those services in a different setting. Members of Muhlenberg's Medical Staff took the initiative to plan, fund and construct a 58,000-square-foot medical office building (pictured above) on the Hospital's campus, connected to Muhlenberg via an underground walkway. This concentration of medical practitioners in one location also has the advantage of promoting professional interaction and information exchange.





The Executive Committee of the Hospital's Board of Trustees was instrumental in the development of the Master Site Plan.

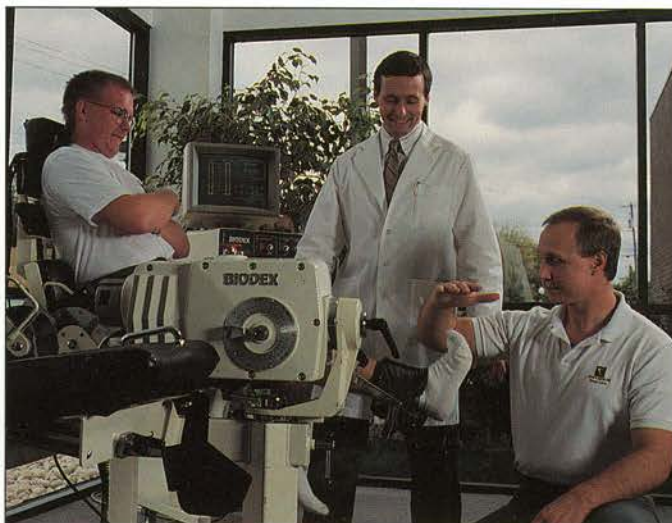
From left they are: Gavin C. Barr, M.D., Timothy J. McDonald, William R. Mason, Allen J. Goldenberg, James J. Heller, Ph.D., Rev. Glenn G. Neubauer, and Richard L. Strain. Not pictured: Walter J. Dealtrey, Barry L. Gaal, George P. Gillen, M.D., and John W. Woltjen.

## Roadway Improvement

The development of the master site plan for Muhlenberg Hospital Center included an analysis of vehicle traffic within the campus and on the main road system linking the hospital to the Lehigh Valley. Cooperative planning by Hanover Township, the City of Bethlehem, and Hospital Administration resulted in an upgraded intersection at Macada and Schoenersville Roads. The Hospital's dedication to improve safety was evidenced by a significant commitment to fund much of the cost of this improvement project.

## Sports Medicine Lehigh Valley

Orthopaedic services maintain a reputation of excellence at Muhlenberg Hospital Center. Nine orthopaedic surgeons have established practices on the Hospital's campus. One of these groups of physicians, Sports Medicine Lehigh Valley, provides comprehensive sports medicine care to athletes from a large geographical area. When surgery is required, one room in the Hospital's new surgical suite has been specially designed for patients receiving orthopaedic surgery.







## Muhlenberg Rehabilitation Care Center

The healthcare delivery system is becoming more and more specialized.

Despite this increase in specialization, there are still gaps in services, particularly with respect to older adults. Muhlenberg is committed to responding to these unique healthcare needs.

Social trends in America have made it more difficult for older persons to depend on families to provide the necessary support when independent living is no longer an option.

It is widely recognized that the consumption of healthcare services increases with age. However, social trends in America have made it more difficult for older persons to depend on families to provide the necessary support when independent living is no longer an option.

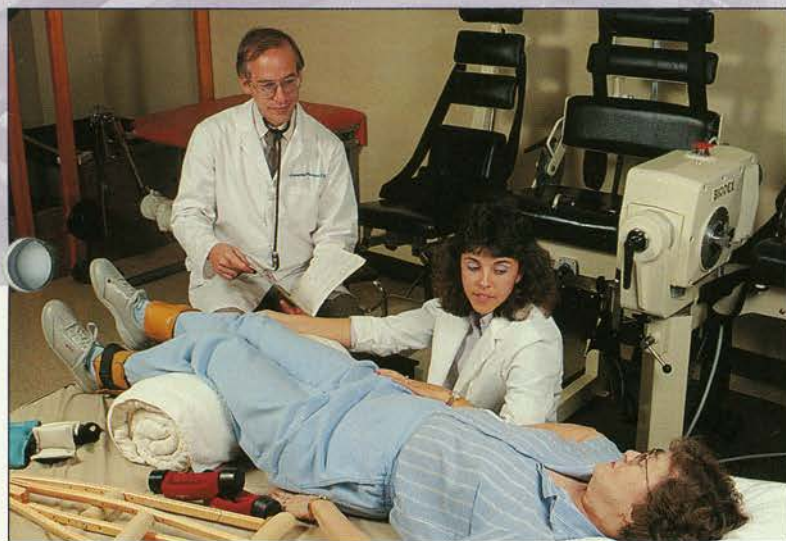
The Muhlenberg Rehabilitation Care Center (MRCC) is a short-term nursing care facility that will respond to that need. First, the Center will

service patients who require the care of a specialized rehabilitation hospital, but following discharge from an acute-care hospital, need time to gain strength before starting an aggressive rehabilitation program.

Second, there is a segment of the population that, when properly cared for and supported, do not need a prolonged stay in a skilled nursing facility. The staff of the MRCC will call upon nursing,







Over 2,500 square feet of the Muhlenberg Rehabilitation Care Center will be designated for use by physical and occupational therapists for their treatment of both inpatients and outpatients.

social service, psychiatric, and occupational and physical therapy professionals to facilitate this patient's return to the community. The Center will also coordinate support services provided through other community agencies to maximize their value to discharged patients.

The MRCC will house 120 beds in sixty-two spacious bedrooms with private baths. A beautiful facility, comprehensive programs and an excellent staff will enhance the potential to heal an individual's body and mind, facilitating the patient's recovery and return home.



### The Vision Continues...

By continuing to develop its master site plan, Muhlenberg Hospital Center underscores its commitment to the community, pledged thirty years ago. The vision that guided the Hospital's original founders still forms the basis for future growth and development and reinforces its mission: to provide quality, comprehensive healthcare for the community it serves.



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Muhlenberg Hospital Center  
2545 Schoenersville Road  
Bethlehem, PA 18017-7384  
(215) 861-2200





“It is a pleasure to commemorate the Hospital’s 30th anniversary in a position of strength. The credit for this success is shared by the dedicated and talented Board of Trustees, physicians, staff, and volunteers of Muhlenberg Hospital Center. With their help and the support of the community, Muhlenberg will continue to meet the challenges of delivering quality, technologically advanced, and compassionate healthcare.”

William R. Mason  
*President*